

# Specialist DDIT IES DWO Philippines

Job ID

REQ-10081696

Jul 29, 2026

LOC\_PH

## About the Role

Key responsibilities:

- Support country/cluster Digital Workspace Operations organization and to deploy and drive adoption of DDIT services.
- Member of onsite services and service delivery organization in support of end user devices workplace network and last mile infrastructure services
- Support new solutions to end user adoption and deployments
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)
- Ensure a healthy and safe workplace by complying with Novartis HSE and ISEC standards, implementing measures, providing training and resources, supporting employee well-being, investigating incidents, and collaborating with HSE teams to maintain a safe environment while adhering to quality, ethical, health, safety, and environmental requirements.

Essential Requirements:

- Experience working cross functionally and cross countries.
- Relationship Management.
- Major Change.
- IT Infrastructures
- IT Service Delivery
- IT Service Management.
- IT Governance
- Digital capabilities

Desirable Requirements:

- Effective use of technology
- Stakeholder Engagement.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

## Role Requirements

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division  
DIV\_TO  
Business Unit  
Information Technology  
Location  
LOC\_PH  
Site  
Makati City  
Company / Legal Entity  
PH03 (FCRS = PH003) Novartis Healthcare Philippines, Inc  
Functional Area  
FCT\_IT  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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